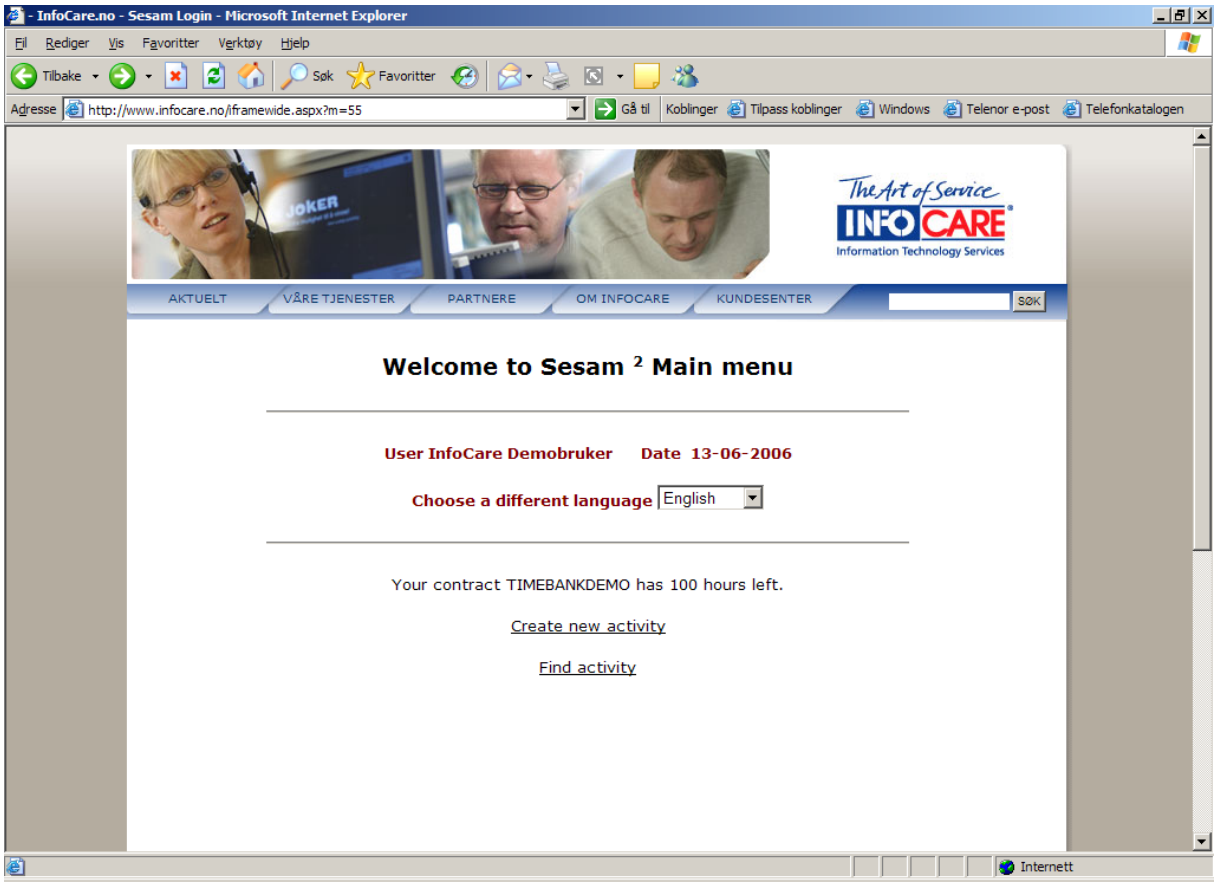
USER MANUAL
Sesam Login



INDEX

INNTRODUCTION	2
General	2
Outline of the system	2
Access to Sesam – Web interface	3
Login/Start Up	3
ACTIVITYREGISTRATION	4
Create new activity for equipment on contract	4
Create new activity for guarantee maintenance	8
Create new activity for equipment without agreement or guarantee	10
SEARCH IN SESAM - WEB LOGIN	11
General	11
History	11
Search for activities	11
Description of the fields	13
CHANGE/UPDATE OF ACTIVITY	15

INTRODUCTION

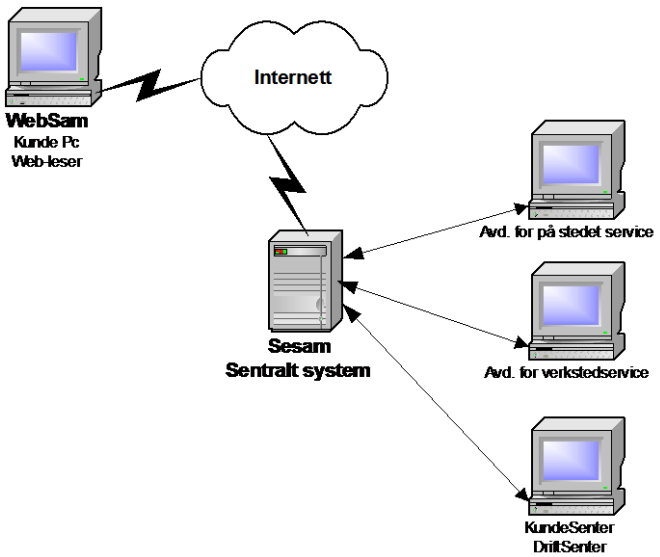
General

Sesam – Login is a web-based interface to Sesam – InfoCare's central system for handling and administration of error messages, activities, logistics and invoicing.
Sesam – Login is directly connected to Sesam, and the systems works against the same databases.
In this way, real time updating of both systems is achieved.

The system covers the following types of assignments/error messages for the users:

- Assignments related to equipment on maintenance contract with InfoCare ASA
- Assignments related to equipment on guarantee contract with the supplier. InfoCare conducts guarantee maintenance on behalf of the supplier.
- Assignments on equipment which is outside guarantee contract and maintenance contract (time and materiel will be invoiced)

Outline of the system



Sesam consists of the following modules/functions:

Central is the registration in which assignments will be registered. The assignments are pursued and updated as they are received, executed, concluded and invoiced.

The assignment information is stored for several years and can at any time be looked up directly.

The module for central logistics with request functions where the operator can request spare parts and goods for the assignments. Procurement modules and advanced equipment for the logistics function in the company.

Contract registration containing customers and assignments with commitments and equipment overview covered by contract.

History on serial numbers on all equipment that have been maintained.

Comprehensive statistics history and line-up, including special “control panels” for the company management.

Access to Sesam – Web interface

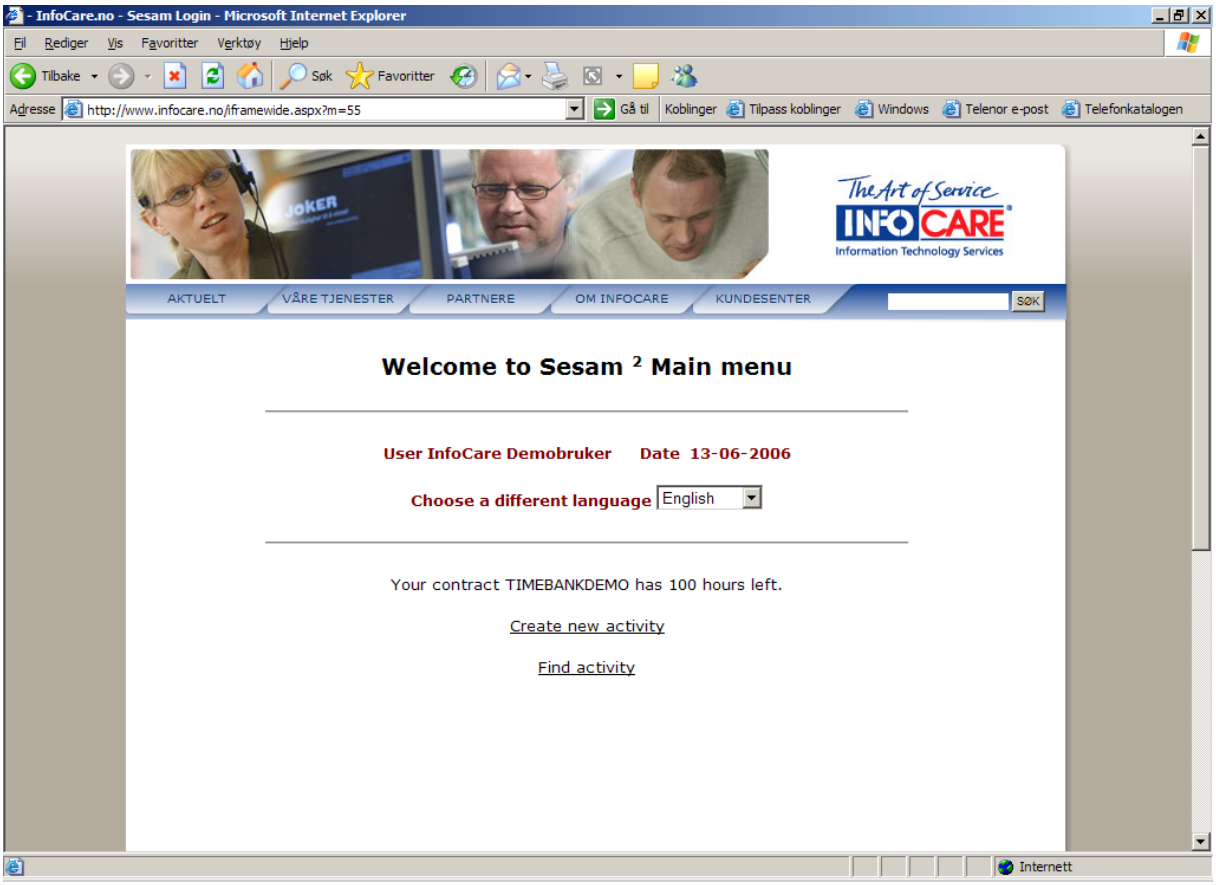
The system is developed to handle error messages and activities for our contract customers and partners. A certain message volume is required in order to gain access to the system.

Access to the system is protected with user name and password, and the user will only be able to access to own messages and contracts. For additional information please contact kundesenter@infocare.no

In case of problems with registration, please contact InfoCare Support Centre at phone number 38 06 60 40, alternatively by e-mail to supportsenter@infocare.no

Login/Start up

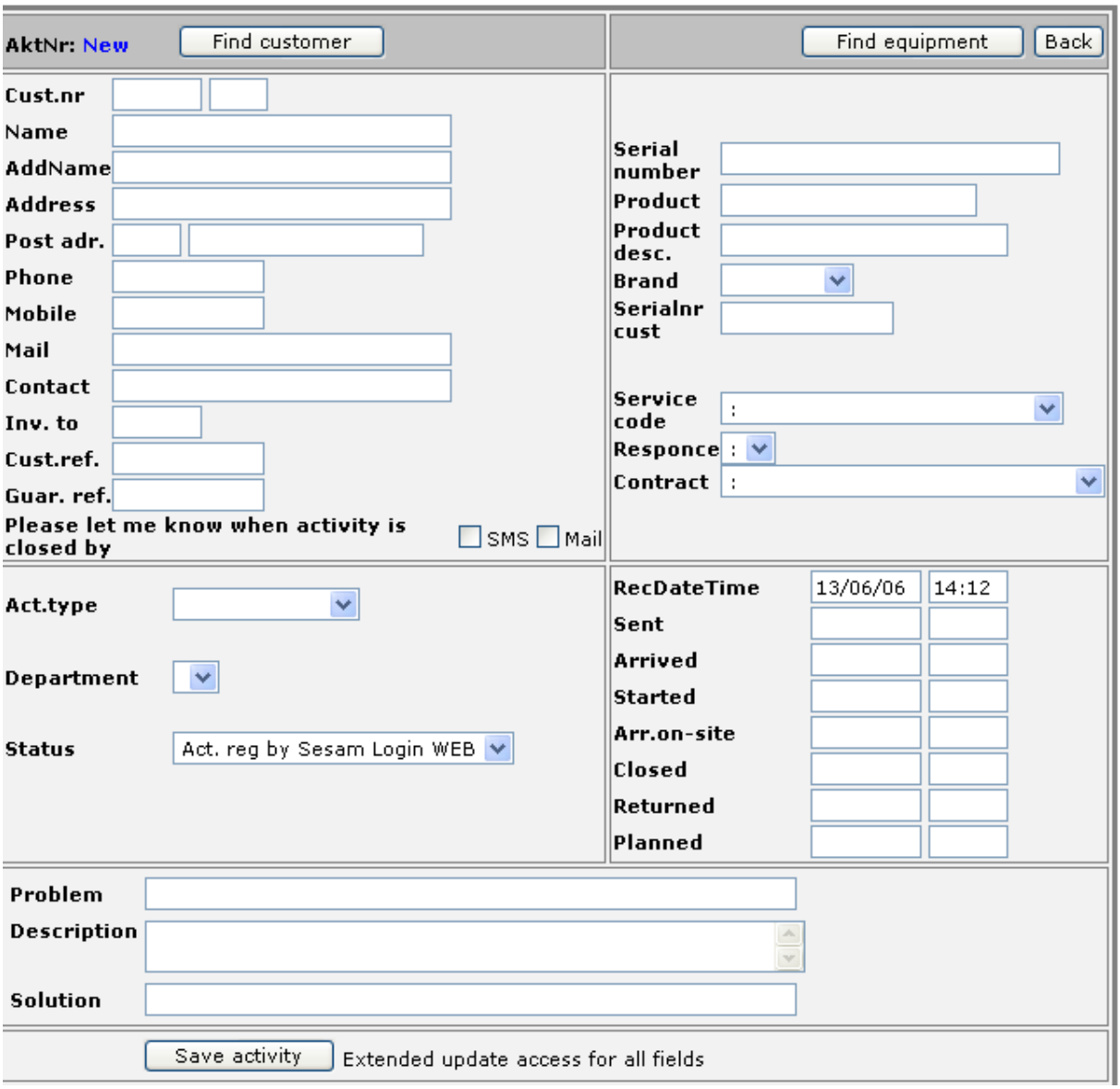
- Enter www.infocare.no
- From the left menu please select the link to **KundeSenter**
- From the “pop down” menu, please select the link to **Sesam Login** where you will be requested to enter username and password
- The main menu of the system will appear:



ACTIVITY REGISTRATIONS

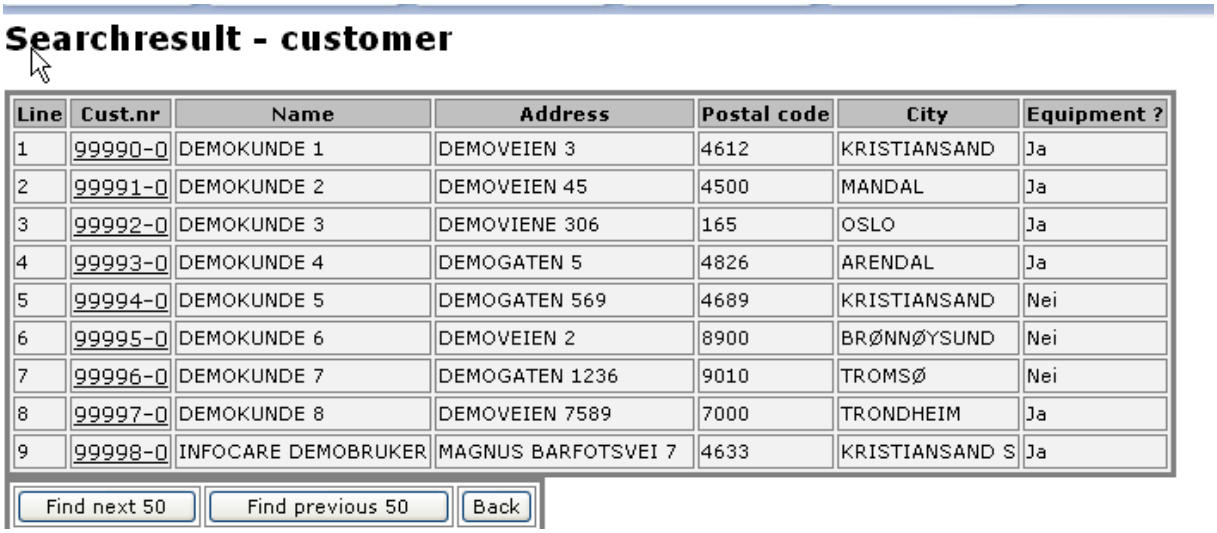
Create new activity for equipment on contract

- Choose **"Create new activity"** from the main menu. The following window will be displayed:



- Enter some of the customer name and address in order to search for the correct customer

- Click on "Find Customer" and a list of hits will be displayed:



Searchresult - customer

Line	Cust.nr	Name	Address	Postal code	City	Equipment ?
1	99990-0	DEMOKUNDE 1	DEMOVEIEN 3	4612	KRISTIANSAND	Ja
2	99991-0	DEMOKUNDE 2	DEMOVEIEN 45	4500	MANDAL	Ja
3	99992-0	DEMOKUNDE 3	DEMOVIENE 306	165	OSLO	Ja
4	99993-0	DEMOKUNDE 4	DEMOGATEN 5	4826	ARENDAL	Ja
5	99994-0	DEMOKUNDE 5	DEMOGATEN 569	4689	KRISTIANSAND	Nei
6	99995-0	DEMOKUNDE 6	DEMOVEIEN 2	8900	BRØNNØYSUND	Nei
7	99996-0	DEMOKUNDE 7	DEMOGATEN 1236	9010	TROMSØ	Nei
8	99997-0	DEMOKUNDE 8	DEMOVEIEN 7589	7000	TRONDHEIM	Ja
9	99998-0	INFOCARE DEMOBRUKER	MAGNUS BARFOTSVEI 7	4633	KRISTIANSAND S	Ja

Find next 50 | Find previous 50 | Back

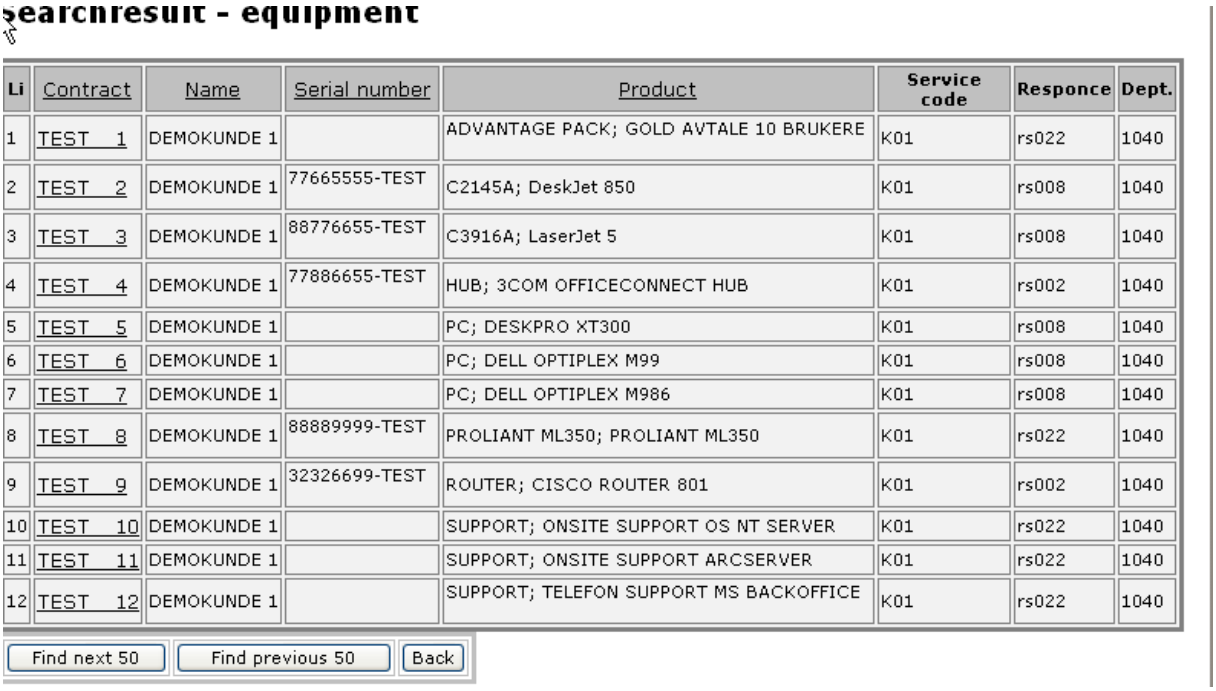
- Pick up current customer to the registration window by selecting the link in the column for customer number

  NB! The column on the far right side will indicate if the customer has equipment on contract with InfoCare ASA

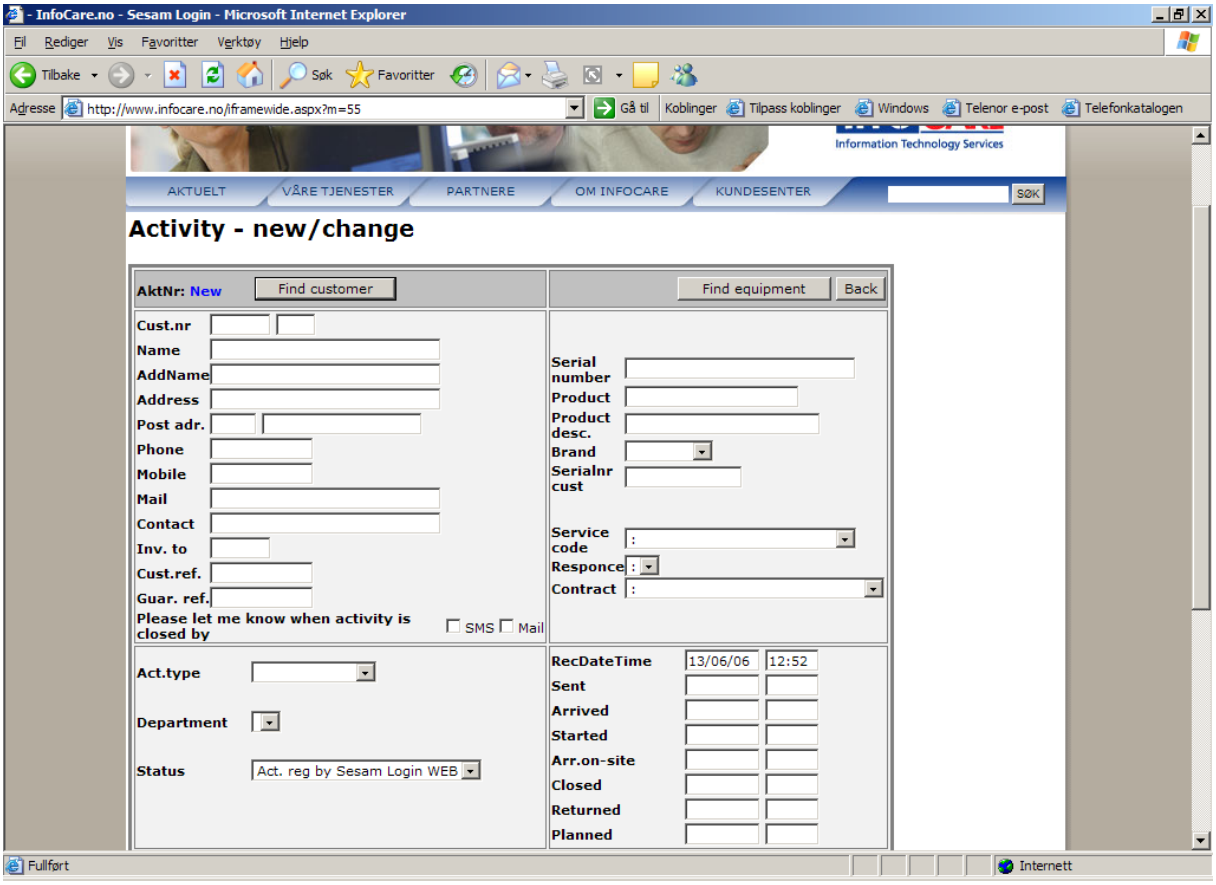
- Customer information will now be retrieved into the registration window

  NB! Make sure that the information is correct. In particular, verify that the fields for point of contact, phone number, equipment address and product description are correct.

- Click on “Find equipment” in order to search for equipment on contract. The following window will be displayed



- Retrieve the correct equipment by selecting the link in the column for “Serial number”
- Information on the selected equipment will be retrieved in the registration window



- Make sure that the information is correct, otherwise correct any mistakes
- Enter the name of point of contact in the field “Contact”
- If necessary, enter internal customer reference in the field “Cust.ref.”
- Select supplier in the field “Brand”
- Enter a description of the problem in the field “Problem”
- Click “Save activity”. The information is updated immediately in Sesam

Information concerning activity number, date and time when the job was entered will be displayed.

Hints:

- The search is case insensitive
- NB! Never enter question mark (?) only in a field. This will create a problem when searching. Otherwise question mark (?) may be used freely. Example: “Corrupt motherboard?” is OK.
- If the customer already has a reference number, this should be entered in the field “Customer reference”
- For guarantee maintenance the Serial number must **always** be registered

Create new activity for guarantee maintenance

Report error on equipment covered by guarantee

If equipment is covered by guarantee from the supplier and at the same time is NOT covered by own agreement with InfoCare, the following rules must be followed:

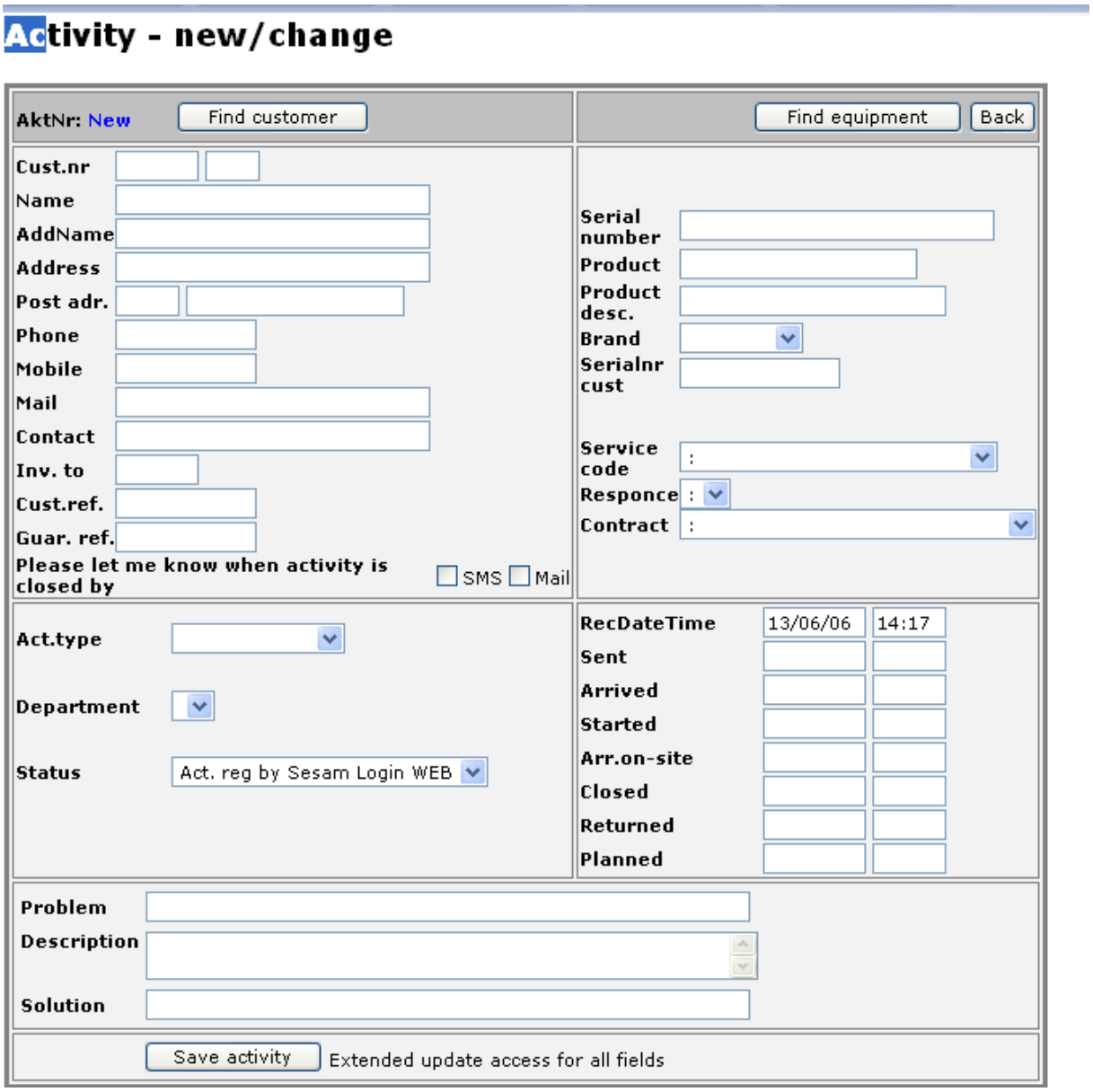
Equipment from the following suppliers may be reported directly to InfoCare on the system:

Compaq	IBM	MultiQ	Digital
OKI	Tosiba	Tatung	Viewsonic
Fujitsu	Motorola	Cinet	Fujitsu
Epson			

If otherwise not agreed, equipment from the following suppliers CANNOT be reported directly to InfoCare. Reporting must be directed directly to the supplier. This is in accordance with the supplier regulations.

HP	Lexmark	Xerox/Tektronix	Silicon Graphics
Siemens	Bull/Zenit	Packard Bell	
Dell	Unisys	Nec	

- Select “Create new activity” from the main menu, enter information in this window:



- Enter complete name, postal address and point of contact
- Enter serial number, product code/description and manufacturer
- Select service code in accordance with the supplier
- Select activity type in accordance with the terms of guarantee from the supplier
- Enter a short description in the field “Problem”
- Enter a comprehensive description of the problem in the field “Description”. Select “Save activity”. The information is updated immediately in Sesam.

Create new activity for equipment without agreement or guarantee

1. Select “Create new activity” from the main menu
2. In the registration window search for the customer in the same way as described on page 4
3. Make sure that the information is correct. In particular, verify that the fields for point of contact, phone number, equipment address and product description are correct.
4. Enter correct customer number for invoicing in the field “Inv.to”
5. In case the installation location is not registered with a Customer reference in the InfoCare customer database and the customer should be invoiced directly, the InfoCare Customer Centre should be contacted for a credit rating and creation of a customer number. Failing to comply with this, the user company will be invoiced.
6. In necessary, enter the customer reference in the field “Cust.ref.”
7. Select desired activity type in the field “Act.type”
8. Enter serial number in the field “Serial number”
9. Enter product code if available in the field “Product”. If the product code is unknown a product description must be entered in the field “Product desc.”
10. Select supplier in the field “Brand”
11. Normal response time for activities without agreement or guarantee is 5 working days (40 hrs). If you wish to by shorter response time this is done by entering a message like **“Request response time of xx (number of hrs) hrs”** in the field “Product desc.” InfoCare will enter response code in accordance with availability of technician.
12. Select service code: “**F13 – Serv.oppdr: tid/matr**”
13. Enter a short problem description in the field “Problem”
14. Enter a comprehensive problem description in the filed “Description”. Select “Save activity”. The information is updated immediately in Sesam

SEARCH IN SESAM – WEB LOGIN

General

Most fields in an activity are searchable. I.e. it is possible to search for an activity connected to a particular serial number or installation location.

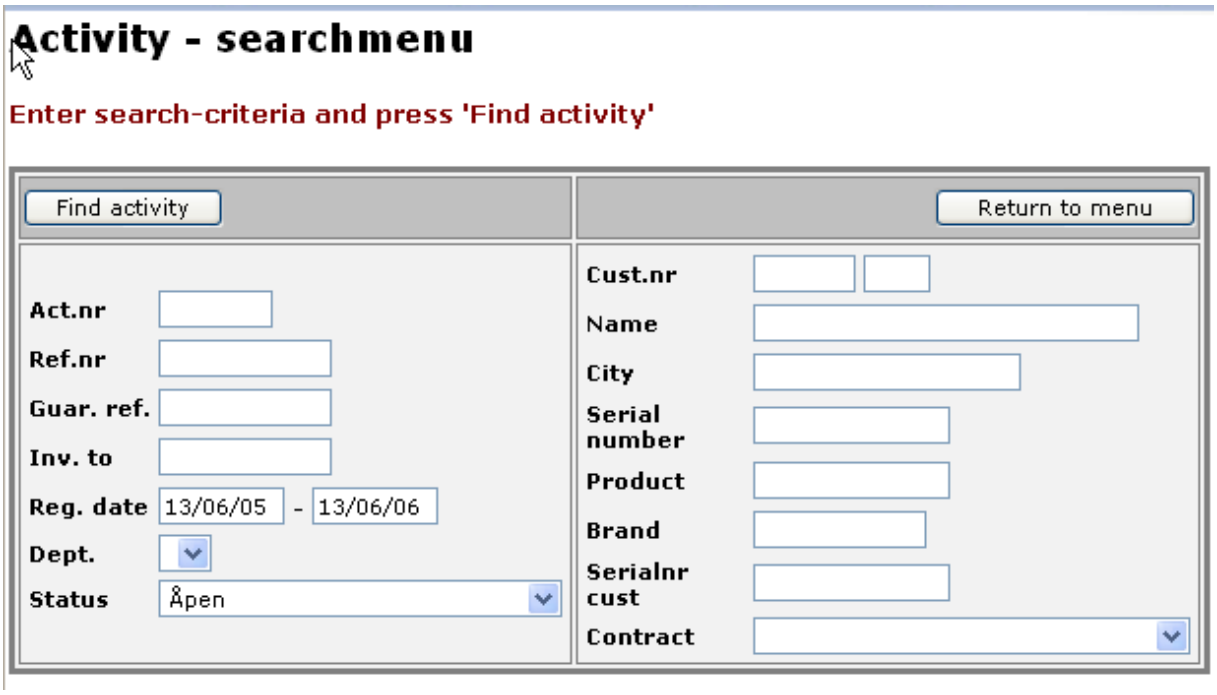
It is also possible to search for activities with different status code.

History

It is possible to search foreclosed activity/error message within 30 days after closure of activity.

Search for activities

- Select “Find activity” from the main menu
- The following search window will be displayed



Status Open covers the following: Registered, Assigned and in progress

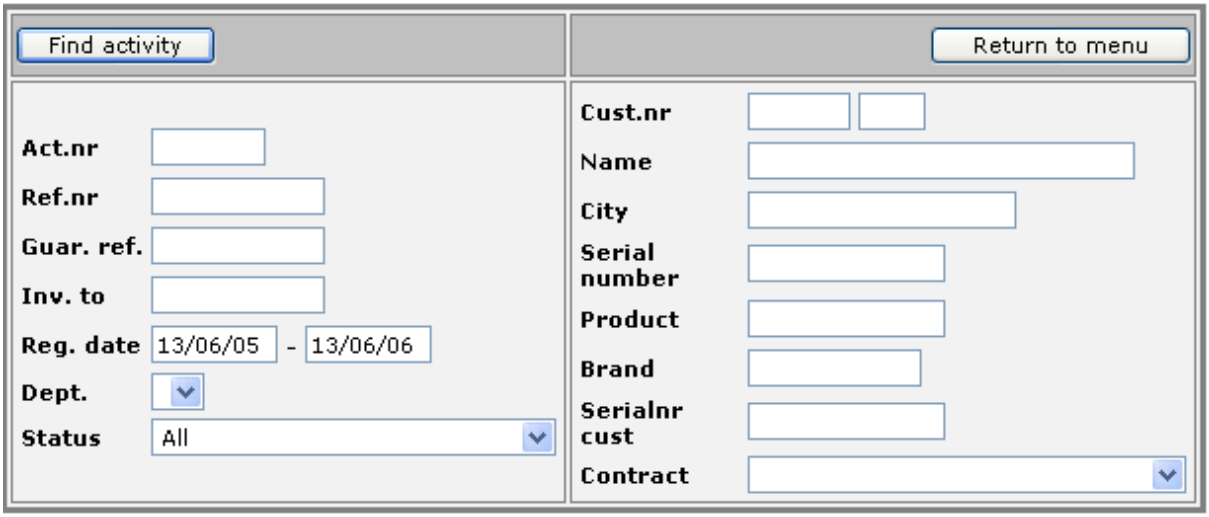
It is possible to search for all fields completely or partially. For example:

Required search result:	Enter the following fields:
Find a particular activity	Activity number in the field Act.nr
Find all closed activities for a particular installation customer	“Name”=customer name, Reg.date”=from/to registration date, “Status”=Closed
Find all open activities within a particular timeframe	“Status”=Open, “Reg.date”= from/to registration date
Find all activities for a particular serial number, irrespective of status	“Serialnr”=serial number, “Status”=All

The following example explains how to search for all open activities for a particular customer

Activity - searchmenu

Enter search-criteria and press 'Find activity'



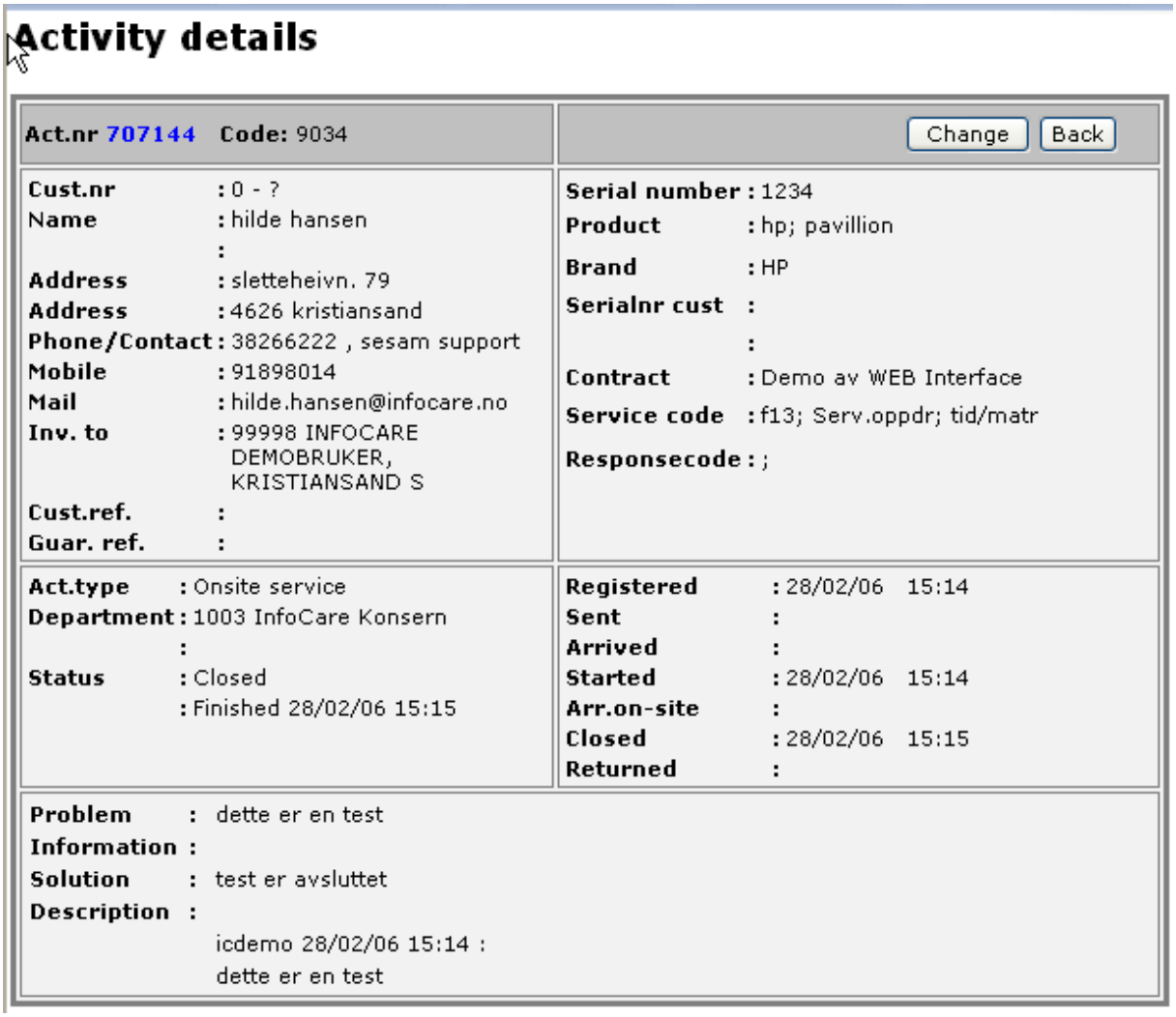
This search will provide the following result:

Activity - search result

Li	Act.nr	Ref.nr	Status		Name	Problem	Solution
1	707144		Closed	Finished 28/02/06 15:15	hilde hansen, kristiansand	dette er en test	test er avslutt
2	708039		Closed	Finished 01/03/06 15:17	DEMOKUNDE 1, KRISTIANSAND	testeteset	veldig fint
3	652461		Deactivated	Finished 29/11/05 15:54	DEMOKUNDE 1, KRISTIANSAND	Bestilling timebank	
4	707123		Deactivated	Finished 28/02/06 15:07	hilde sesam support, kristiansand	dette er en test	test ferdig
5	722803		Deactivated	Finished 24/03/06 15:46	Sesam Support, kristiansand	Dette er en test	
6	722795		Deactivated	Finished 24/03/06 15:37	DEMOKUNDE 5, KRISTIANSAND	Dette er en test til	
7	722668		Deactivated	Finished 15/04/06 23:00	DEMOKUNDE 1, KRISTIANSAND	dette er en test	
8	1006576		Deactivated	Finished 30/05/06 13:36	Geir Otto Olsen, Kristiansand	Test af safd Test fasdf asf Teeat Test	
9	1006690		Deactivated	Finished 30/05/06 14:35	Geir Otto Olsen, Kristiansand	Test af safd Test fasdf asf Teeat Test	
10	671491		Deactivated	Delivered 04/01/06 10:19	DEMOKUNDE 1, KRISTIANSAND	kahsfaj	
11	722671		Deactivated	Finished 24/03/06 15:31	DEMOKUNDE 1, KRISTIANSAND	dette er en test	dea test avsluttet

Find next 50 | Find previous 50 | Back

Select required activity number in the column “Act.no” in order to view additional details for a particular activity



Description of the fields

Act.no	The reference number registered at InfoCare
Code	Security code. Is used in combination with Act.nr for customers without userID and password for Sesam – Web Login
Cust.no	Customer number at InfoCare
Name	Customer name
Address	Location of the equipment
PostAdr	Zip Code and postal address
Phone/cont	Phone number and point of contact, must be registered
Inv.to	Customer ID, name and location where the invoice should be mailed
Cust.ref	Customer reference ID
Guar.ref	Guaranty reference ID
Act.type	Activity type

Activity type	Explanation
Field service	Service at customer location
Workshop service	Service at InfoCare workshop

Activity type	Explanation
Swap Service	Swap/exchange of equipment (i.e. guaranty swap)
PickUp, Repair,Return	Pickup, repair and return of equipment
Drift Service	Drifting of the system at customer location
Preparation	Preparation of equipment (i.e. before installation)
Installation	Installation at customer location
Telephone service	Telephone support
Handling	Handling of equipment for onward delivery
Duty	Duty availability

Department Department number and name for InfoCare department that execute the activity

Status The status of the activity. Description of when the activity is planned started/finished, and after start the progress of the activity

Status code	Explanation
Registered	The activity is registered but not assigned to department/technician
Assigned	The activity is assigned to department/technician
Started	Work on activity in progress
Sent	Equipment sent from InfoCare
Arrived	Equipment arrived at InfoCare (workshop activity)
Technician with customer	Technician has arrived the customer
Waiting arrival	Waiting for arrival of equipment (workshop activity)
Waiting	The activity cannot be finalised for different reasons. I.e. lack of spare parts, waiting response from customer
Closed	Activity closed
Finished	Administration of activity is finished. Possible invoice details prepared

Serial number Equipment serial number
Product Product name and product description
Producer Supplier (i.e. Compac, IBM, HP and others)
Serial number customer Customer own serial number (i.e. terminal ID)
Contract Contract name. All contracts with InfoCare will receive a unique activity number
Serv.code Service code. Invoice code, explaining what should be invoiced
Response Response code. Displays number of minutes/hours/days from the activity is registered until InfoCare should react on the activity
Registered Date and time when the activity is registered
Sent Date and time when equipment is sent to customer
Utst.ank Date and time when equipment arrived at InfoCare
Satt i arbeide Date and time when work was initiated on the activity
Ank.site Date and time when technician arrived at customer
Closed Date and time when activity is finalised
Returned Date and time when equipment is returned to customer
Problem Short description of the problem

Info	Used by InfoCare in order to indicate turn in of extra equipment
Description	Extensive description of the problem and progress for the job
Solution	Description of how to solve the activity

CHANGE/UPDATE OF ACTIVITY

- In order to update and change an activity the user must be authorised to do this
- In order to **update/change** an open activity the key "Change" should be used. The activity will open and the fields will become available for change and updating. Normally this is used to enter additional comments in the field "Description". This function can also be used to change information about the point of contact, address, phone number and so on.
- In the field **"Description"** can already registered text not be changed. 'What is entered in this field in this mode will be added to already existing text. Select "Save activity" after any changes have been made and Sesam will be updated immediately with the new information.
- Information concerning activity number, date and time when the job was changed will be displayed.
- The fields "Status", "Solution" and all date/time fields cannot be changed.